

Servant-based Leadership

A Quick Look at the Concept

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THE INTERNAL PROCESS OF LEARNING

FEAR

PHONINESS

SKILLED

INTEGRATED

PEOPLE RETAIN

10% of what they **READ**

20% of what they **HEAR**

30% Of what they **SEE**

50% of what they **SEE & HEAR**

90% of what they **DISCUSS &
PARTICIPATE IN**

Lawrence J. Doyle

Lawrence J. "Larry" Doyle has more than 25 years experience in Organization Development and Training and Development fields. Currently, Mr. Doyle is an Organization Development consultant specializing in Total Quality Management and ISO 9000/QS 9000, preparing individuals and organizations for the year 2000 and beyond. Larry is a Certified Lead Assessor for ISO 9000 and an Examiner for The Massachusetts Quality Award (Baldrige Criteria). He has a master's degree in Business Administration, in addition, he has taken professional course work in adult education with Malcolm Knowles. He trains the leadership of organizations to deal with change and continuous improvement in the workplace. He is a facilitator in organization development and team building. He instructs courses in problem solving, supervisory and management skills, creativity and innovation and time and meeting management. He has developed and conducted programs in Advanced Human Potential. He has done work in the public, private and not-for-profit sectors. He has taught military and civilian foreign nationals in a variety of subjects. He has a working knowledge of Thai and German and has taught English as a second language. He has been an assistant professor at St. John's University, New York and an adjunct professor at Rivier College and Mount Wachusett Community College. Most recently he has taught Principles of Management and Organizational Behavior. He is also an AMA-QUALIFIED instructor.

He has conducted organizational assessments for Total Quality, Quality of Life, and Training Needs. He is on his third renewal of a contract with the City of New York and is consistently requested by several city agencies. He works with the Graduate School (formerly USDA Graduate School) and has presented a wide variety of programs for them and was selected as Trainer of the Year in 2004. He has been selected on numerous occasions to speak to a variety of groups on leadership and communications.

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**CVE Certified Service Disabled Veteran Owned Small Business
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What does it mean, servant-based leadership?

Does it, and if so how, redefine the role of the leader as we currently understand it?

What is the difference between leadership and management?

Leadership defined:

The skill of influencing people to work enthusiastically toward goals identified as being for the common good.

To further this definition we have to understand the two dictums or absolutes of leadership which are:

1.

2.

In any discussion of leadership we also have to understand the difference between power, authority and influencing.

Power is the ability to force or coerce someone to do your will, even if they would choose not to, because of your position or might.

Authority is what the organization bestows upon you to conduct business and accomplish the goals of the organization.

Influencing is the ability to get people to do what you want them to do because they want to do it.

There are three responses to any order or direction one might give to a follower; these three are

1.

2.

3.

Understand that there is a time and place to use power but if that is your only methodology for getting the job done, then you might get compliance but you will not get commitment to the goals and mission of the organization.

As we talk about this think for a moment someone who in your life, living or dead, has lead you and for whom you would walk through walls. What qualities of character did they possess? List five or six of the traits that they demonstrated and share them with the folks at your table.

We have over the years identified several character traits that have stood the test of time:

Next on the menu is a brief discussion on communications.

It has been said that if you learn to effectively communicate then 80% of your problems will disappear! But effectively communicating covers a lot more than simply talking and hearing. We must be present, not only physically, but with our “brains” functioning and as the old story goes we must actively listen and be prepared to respond appropriately. The whole concept of multi-tasking is proving to be wrong. In order to effectively communicate we have to focus on the moment and give and receive the undivided attention of the other participant. Your actions must reflect your feelings and vice versa.

If we continue to operate in the old paradigm, model, we are doomed to failure. What is the “old paradigm?” To be really quick about this, the old paradigm said “we please the boss.” The new paradigm has to look to the customer first and foremost!

The leader of today is someone who identifies and meets the legitimate needs, not wants, of their people, and removes all barriers so that they might serve the customer.

A “want” is simply a wish or desire without any regard for the physical or psychological consequences.

A “need” is a legitimate physical or psychological requirement for the well-being of a human being.

When we talk about servant-based leadership, these are some of the other words and phrases we have to explore.

Balance

To lead you must be willing to follow

Involved and committed from the neck up

Sacrifice

Intentions + Actions = Will

Training Programs

All of the courses listed below are presented from a quality perspective and are tailored to the client's specific requirements:

LEADERSHIP

Values-Based Transformational Leadership
Leadership for Non-supervisors
Leading Organizational Change
A Leadership Approach to Performance
Overcoming Resistance to Change
Coaching and Counseling
The Power of Team
The Language of Leadership

MANAGEMENT TRAINING

Managing the Virtual Office
Basic Training for Managers
Advance Management Techniques
Performance Management
Coaching for Success
Basic and Advanced Supervisory Training

COMMUNICATION SKILLS

Basic Communications	Basic Writing Skills
Assertiveness	Grammar
Conflict Resolution	Report Writing for Managers
Powerful Communications	Audit Report Writing
Negotiation Techniques	Technical Writing
Conflict Management: A Leader's Approach	

INDIVIDUAL SKILL DEVELOPMENT

Managing Multiple Priorities	Meeting Management
Collaborative Problem Solving	Decision Making
Effective Presentation Techniques	Public Speaking
Stress Management	A Course in Creative Thinking
Managing Up	Empowerment From the Inside Out
Positive Approaches to Difficult People	Telephone Etiquette
Customer Service	Dealing with Work Place Negativity

Our programs are people oriented and designed to take the learning out of the realm of theory and into the day-to-day challenges that the participants face. We use music, individual and small group activities, and a variety of other methodologies to insure the knowledge transfer.

Thank you for your interest in

The Human Factor